

Headquarters  
80<sup>th</sup> ASG (NSSG)  
Unit 21419  
APO AE 09708-1419  
19 February 2003

\* 80<sup>th</sup> ASG (NSSG) Reg 210-3

*Directorate of Public Works Housing*

## ***SENIOR AREA COORDINATOR PROGRAM***

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**FOR THE COMMANDER:**

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**HISTORY.** This is a revised publication.

**SUMMARY.** This regulation establishes policy for management and operation for the appointments of the Senior area and area coordinators for the Family Housing program.

**APPLICABILITY.** This policy applies to all assigned, attached host, and tenant unit members within the geographical boundaries of the 80<sup>th</sup> ASG (NSSG) military community.

**PROPONENT.** The proponent of this regulation is the Office of the DPW Housing Division, HQ 80<sup>th</sup> ASG (NSSG) ATTN: AERSH-EH, Unit 21419, APO AE 09708, DSN 361-5708.

**SUPPLEMENTATION.** Commanders will not supplement this regulation without Commander 80<sup>th</sup> ASG (NSSG) AERSH-CO approval.

**SUGGESTED IMPROVEMENTS.** Users may send suggestions to improve this regulation on a DA Form 2028, (Recommended Changes to Publications and Blank Forms), to the 80<sup>th</sup> ASG (NSSG), DPW, Housing Division, ATTN: AERSH-EH, Unit 21419, APO AE 09708, DSN 361-5708.

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*\* This regulation supersedes 80<sup>th</sup> ASG (NSSG) Reg 210-3, dated 15 May 2000, which is obsolete.*

1. **PURPOSE.** To establish policy and procedures for the 80<sup>th</sup> ASG (NSSG) Area Coordinator Program.

2. **REFERENCES.**

- a. AR 210-50, Housing Management
- b. AR 420-90, Fire and Emergency Services
- c. US Sup 1 AR 210-50, Housing Management.

3. **RESPONSIBILITIES.** The Office of the DPW Housing Division, HQ 80<sup>th</sup> ASG (NSSG), ATTN: AERSH-EH, Unit 21419, APO AE 09708, DSN 361-5708, is responsible for this regulation.

4. **GENERAL.** The Senior Area and Area Coordinator Program was established, in accordance with the above references, to assist the Installation Commander in the maintenance and beautification of government quarters and to promote and maintain a harmonious relationship within the community.

5. **POLICY.**

a. Government family housing in the 80<sup>th</sup> ASG (NSSG) area of responsibility is divided into five housing areas: Green Park, Maisieres (Mortes Haies), Ghlin (Saint Gery), Casteau Homes (La Meuliere) and Lens. The 80<sup>th</sup> ASG (NSSG) Command Sergeant Major (CSM) has been appointed as the Installation Commander's direct representative in the administration of the administration of the Area Coordinator Program.

b. The Area Coordinator Program, under the direction of the CSM will be composed of the following:

- (1) Green Park: Senior Area Coordinator (SAC), eleven Area Coordinators (AC).
- (2) Maisieres/Mortes Haies: Senior Area Coordinator (SAC), and four (4) Area Coordinators (AC).
- (3) Ghlin/St Gery: Senior Area Coordinator (SAC), one Area Coordinator (AC).
- (4) Casteau/La Meuliere: Senior Area Coordinator (SAC) and three Area Coordinators (AC).
- (5) Lens: Senior Area Coordinator (SAC) and one Area Coordinator (AC).

c. The 80<sup>th</sup> ASG Commander will make all Area Coordinator appointments. Appointments to all coordinator positions will be for a minimum of twelve months. The CDR has the authority to approve exceptions on a case-by-case basis. Appointment will remain in effect for 18 months. 60 days prior to expiration of current appointment, the CSM will review the list of current occupants and appoint a replacement. Individuals eligible will be those with at least 12 months remaining prior to DEROS.

d. The Housing division will provide the CSM a comprehensive listing of all housing occupants. This list will be utilized to appoint the most senior occupants to the appropriate posts.

e. The SAC and AC will appoint an alternate Coordinator to perform the duties during their absence, i.e., TDY, leave, etc. A listing of the personnel appointed will be provided to the Housing Manager and will be updated as changes occur.

f. The responsibilities of the Senior Area Coordinator/Area Coordinator include:

(1) Establishing and maintaining the Housing Area Chain of Command for their assigned housing area.

(2) Coordinating the spring and fall cleanup campaigns within their assigned housing area.

(3) Ensuring all occupants correct deficiencies in the policing of grounds, parking areas, streets, and sidewalks surrounding their assigned quarters. Reporting individuals responsible for simple neglect or willful damage/destruction to the 80<sup>th</sup> ASG Command Sergeant Major for appropriate action.

(4) Ensuring that occupants maintain common-use areas (playgrounds, basketball court, and parking areas) in satisfactory condition.

(5) Ensuring that Area Coordinators conduct weekly inspection of common-use areas.

(6) Ensuring that Area Coordinators counsel and meet with residents as outlined within this directive.

(7) Resolving minor disciplinary and family misconduct problems. Ensuring that more serious problems are reported to the sponsor's unit chain of command. Providing recommendations to the 80<sup>th</sup> ASG Command Sergeant Major for serious problems, which exceed the Area Coordinator's authority.

(8) Issuing Housing Citations or Letters of Admonishment to residents in violation of this directive or other guidance.

(9) Responding to incidents of security threats and misconduct. Requesting Military Police support when required.

(10) Promoting the community Separate or Recycle Trash (SORT) Program.

(11) Safe Neighborhood Awareness Program (SNAP) Coordinator.

**6. SENIOR AREA COORDINATORS.** The SAC is responsible for assisting the Installation Commander and the CSM in resolving problems and maintaining good order, discipline, and appearance in the community housing area. The SAC will coordinate matters with Area Coordinators (AC) in their designated areas.

a. Coordinate the implementation of the Spring and Fall Clean-up Programs within the assigned area.

b. Assist in resolution of disciplinary and family problems. The SAC is authorized to deal directly with a sponsor's unit commander to resolve these problems. For unresolved situations or those problems exceeding their scope of authority, the SAC will forward a report of findings and recommendations to the CSM, 80<sup>th</sup> ASG (NSSG).

c. Attend regularly scheduled Senior Area Coordinator/Area Coordinator meetings.

d. Meet with the Area Coordinators to conduct inspections of common use areas no less than once a month.

e. Request appointment of a new SAC and AC one month prior to termination of quarters.

**7. AREA COORDINATORS.** The AC will assist the SAC in the performance of any or all of the duties and responsibilities of the SAC as outlined in paragraph 6 above, and as listed below.

a. Effectively supervise the occupants within their respective area and assist them in accomplishing their duties/responsibilities.

b. Encourage occupants to maintain a high standard of appearance in the housing areas and encourage area beautification by self-help efforts to include the following:

(1) Sanitation and cleanup of the area.

(2) Repair and maintenance of common areas and exteriors.

(3) Proper use of facilities.

(4) Yard maintenance.

c. Submit timely requests for assistance to the servicing housing office and/or DPW Work Order Desk, as required.

d. Supervise security, safety, policing, and sanitation in the housing area in conjunction with any locally prepared guidance specific to the housing area.

e. Brief Area Coordinators to include emphasis on energy conservation.

f. Request appointment of a new AC one month prior to termination or quarters.

g. Appoint in writing a relief AC for absences over seven days.

h. Assist occupants in resolving any maintenance deficiencies that have been reported to the local work order section and have not been repaired as projected by the DPW in accordance with their priority system.

i. Deal directly with sponsors. When sponsor is not available within a reasonable period of time (two days), the next most senior family member will be contacted.

- j. Conduct weekly inspections of area to check for environmental abuse (i.e., porch lights left on/dripping faucets), safety problems (street lights out, children's toys/bicycles left in the walk/street), and common areas (i.e., playground equipment repairs, trash) to ensure compliance with this and other applicable regulations.
- k. Report maintenance deficiencies (i.e., playground equipment, grass cutting) in common areas to the Directorate of Public Works/Work Order Section and the Housing Division. Take necessary follow-up to assure accomplishment.
- l. Undertake every effort to resolve problems, disputes, and controversial matters in the Area and, if necessary, establish a record. Matters, which cannot be resolved, will be reported through the support chain and unit commanders as applicable.
- m. Report incidents of a serious nature (i.e., intervention by military police, local police, or other official authorities/actions) immediately to the Housing Service Branch.
- n. Assist the Housing Service Branch in order to resolve the problem.
- o. Ensure proper policing of the area (include reporting of abandoned or non-operational vehicles and other property).
- p. Counsel newly assigned occupants within one week after assignment to quarters on responsibilities, policies and procedures especially those specifically pertaining to their housing area.

## **8. DUTIES AND RESPONSIBILITIES OF THE HOUSING SPONSORS/RESIDENTS.**

- a. Residing in family quarters is a privilege that can be revoked. The Commander, 80<sup>th</sup> ASG (NSSG), or his designated representative for housing matters, has the authority to enter family quarters in the absence of the assigned occupant in cases of necessity (i.e., health, welfare, and safety considerations or possible damage to government property). The sponsors are expected to care for their quarter's property as any prudent homeowner would. It is their responsibility to maintain the homeowner would. It is their responsibility to maintain the home in a safe, sanitary, and desirable condition. Maintenance and repair problems will be reported promptly to the Directorate of Public Works-Work Order Section.
- b. Sponsors are responsible for the action and conduct of their family members, guests, domestic employees, and pets. They must instruct and impress on the minds of persons living in their household the importance of harmonious living. Occupants will give the SAC and AC complete cooperation in all matters concerning the common welfare of the occupants of the buildings. Occupants will comply with instructions issued by the 80<sup>th</sup> ASG (NSSG) Commander, the Senior Area Coordinators, Area Coordinators, as appointed, and the Housing Division in accordance with this regulation and other applicable regulations and directives. Attendance at meetings announced by the coordinator chain of command is mandatory in support of your housing community.
- c. Sponsors are responsible for fire prevention in their quarters as directed by the 80<sup>th</sup> ASG Regulation 420-90. Sponsors will comply with fire regulations and may be liable for damages to leased government property caused by violation of these regulations.

d. Sponsors will report directly to their servicing housing office all personnel actions affecting housing records: promotion, reduction, change in DEROS, PCS, change in marital status, change in family size, departure of dependents, and changes in unit assignment.

e. Occupants are responsible for the maintenance of all grounds located within 50 feet of their quarters. Garbage must be disposed of in accordance with the local garbage and recycling pick-up time.

f. Excessive noise (loud parties or music, slamming of doors, etc.) will be avoided. The volume of radios, stereos, and television will be set so that noise cannot be heard outside the individual dwelling unit. Loudspeakers, radios, etc., will not be positioned in open windows, or in any exterior location. Local customs stipulate quiet hours between 2200 and 0700 daily.

g. Children have the right to behave as children. All residents must have patience and forbearance with children at play. Proper clean-up after play is the responsibility of the sponsor. Children under the age of nine must be supervised in (or out of) quarters. Children must be supervised in accordance with the USAREUR Child-Supervision Policy. The proponent for this policy is the Family Advocacy Office, ACS Bldg. 318, SHAPE. Violation of this policy will result in written notification from the 80<sup>th</sup> ASG (NSSG) Commander and depending upon the nature of the incident may result in referral to the Army Family Advocacy Program. Sponsors are liable for the destructive acts of their children. Control will be exercised over children at all times. It is impossible to provide an all inclusive list of what children must not do, however, the following depicts those things that have been problems in the past and hence are prohibited.

(1) Playing portable radios outside which disturbs other residents and at a volume, which could be considered noise pollution.

(2) Damaging buildings, equipment, or any government or privately owned property.

(3) Digging in, or otherwise damaging any landscaped and lawn area.

(4) Leaving bicycles, wagons, and toys at entrances, porches, stairs, and in driveways, on sidewalks, or in the front yard.

(5) Damaging trees, shrubs, or flowers in the housing area.

(6) Playing basketball, softball (including batting games both hardball and softball), football, or soccer in the housing areas between or near the buildings (designated playing fields or common areas away from buildings should be used).

(7) Playing in the street, parking areas, or parking lots.

(8) Firing or discharging of air rifles, or pellet guns, throwing rocks, shooting arrows, flying motor-driven planes, or playing with other dangerous objects such as knives, fire crackers, cherry bombs, or razor blades in and around housing areas.

(9) Playing in or around garbage containers.

(10) Gathering around and/or obstructing emergency vehicles (i.e., fire trucks, police vehicles, ambulances).

(11) Interfering with grass cutting operations.

(12) Playing in or around construction sites.

(13) Utilizing the yard of other occupants as a play area or shortcut unless special permission has been granted by the occupant. Every family has the right to privacy in their own area and the use of sidewalks and walkways are to be the purpose of walking from one home to another.

h. Security, policing, sanitation, and maintenance of common areas are the joint responsibilities of all occupants. Damage to common areas will be reported immediately to the AC. Occupants scheduled to go TDY or take extended leave must arrange to maintain their assigned areas of responsibility during such periods. This is easily accomplished by coordination with the other building occupants.

i. Loose objects will not be placed on outside upper floor windows.

j. Sponsors will report violations of regulations, acts of vandalism, and misconduct to the area and Area Coordinator and military police.

k. Rugs, mops, laundry, and other such items will not be shaken out or hung from windows.

l. Outside entrances will be kept free of such items as brooms, shovels, baby buggies, bicycles, toys, boxes, dirty shoes, etc., and other such things that constitute an unsightly appearance or safety hazard.

m. Pets are an integral part of many families; however, to ensure a healthful, pleasant and comfortable community for everyone, some controls must be established. Sponsors will ensure that all pets are controlled in such a manner that they do not become a public nuisance or menace. **When walking your pet, the pet must be kept on a leash.** Sponsors are responsible for ensuring that their pets are vaccinated and registered in accordance with applicable regulations. Stray animals often pose a problem in the housing area. Encouragement for stray animals such as feeding or nurturing is highly discouraged; stray animals may not be healthy and may be vicious. It is impossible to make an all inclusive list governing the control of pets; however, the following depicts those issues which have proven to be problems in the past. Specifically:

(1) Any dog, which has the tendency or history of attacking or molesting persons or other animals, will be muzzled and kept on a short leash when out of quarters. All other dogs, when outside of quarters, will be on a leash and accompanied by the owner or a responsible individual capable of controlling the animal.

(2) Pets will be exercised outside of the immediate vicinity of the housing areas at a minimum of 50 feet away from the buildings.

(3) Pets will not be tied to stair railings, pipes, shrubbery, privacy walls, or trees in or around quarters.

(4) Pets will be fed only in the sponsor's quarters or yard.

(5) Pets will not be allowed to defecate on porches, in the immediate vicinity of quarters, playgrounds or on sidewalks. **Sponsors are responsible for immediate cleanup regardless of location.**

(6) Not more than three pets (dogs, cats) will be housed in government quarters at any one time.

(7) In cases where owners of pets are negligent in the care or supervision of their pets, appropriate actions will be taken by the Senior Area/Area Coordinators. Based on the particular situation, the 80<sup>th</sup> ASG (NSSG) Commander has the authority to direct the sponsor to remove the pet from the housing area immediately. Non-compliance with regard to proper pet control may result in termination of the privilege to reside in Government quarters.

n. Grass should only be watered before 1000 in the morning and after 1800 in the evening.

o. Exterior Christmas lights should be turned off by 2300 each day.

## 10. **BUSINESSES/BABY-SITTING/DAY CARE.**

a. Installation Commanders are authorized and encouraged to permit limited commercial activities such as handicrafts, childcare, and sale of products by sponsors and/or family members in Government-controlled family housing. In foreign areas, family housing residents may be subject to local host nation requirements as well as SOFA and customs regulations. Requests for permission to conduct a home enterprise will be made in writing to the Installation Commander or his or her designee. In reviewing requests, installation commanders will ensure that commercial endeavors are consistent with Federal, State and local laws. Commanders should obtain assistance from the Installation SJA.

b. All residents of Government housing should be aware of the "Ten Hour Child Care Rule" (AR608-10) as failure to adhere to this rule can jeopardize their housing privileges. The Ten Hour Rule specifies that Government housing residents may provide childcare for up to ten child care hours per week on a regular basis without becoming a certified Family Child Care (FCC) Provider. This does include all children (except for your own) whether or not money is exchanged for services and whether or not given legal custody of the child. Childcare hours are calculated by multiplying the number of children times the number of hours with the exception that children from one family count as one "child". In other words, you could watch two children (from two different families) for up to 5 hours per week or two children from one family for up to 10 hours per week on a regular basis and not be in violation of the Ten Hour Rule. If childcare is provided during a short-term period, but for more than 10 hours per week, it is not in violation of the rule. Residents of government housing who are interested in providing child care for over 10 hours per week on a regular basis; must become certified Family Child Care Providers.

Comprehensive training, support, equipment, supplies and subsidies are provided for those people qualified and accepted into our program. **For more information on the Ten Hour Rule or the Family Child Care program, please call 423-3014, Commercial 065/44 30 14.**

**11. CHAIN OF COMMAND TO RESOLVE COMPLAINTS.** The chain of command for resolving complaints, disputes and/or problems among the occupants in the housing areas will begin at the AC level and proceed up the chain of command to the SAC. Unresolved issues will be referred to the 80<sup>th</sup> ASG CSM for appropriate action. A concerted effort will be made to resolve problems at the lowest level in this chain.

a. Sponsors will consult all pertinent directives to determine if solution is contained therein.

b. Complainant sponsors will submit problems/complaints to the AC in writing providing full details. If the problem remains unresolved, the AC will elevate the problem through the SAC.



c. Complaints, which cannot be resolved at the SAC level, will be referred to the 80<sup>th</sup> ASG (NSSG) CSM for resolution. Each official in the chain of command will endorse the complaints, prepared in writing and initiated by the complainant sponsor. A recommendation for corrective administrative or disciplinary action is solicited.

d. Complaints based on unsanitary or other unsatisfactory conditions in family quarters which cannot be resolved by the housing chain of command will be reported in writing to Commander, 80<sup>th</sup> ASG (NSSG) ATTN: AERSH-CO with all available information. In cases of this nature, the sponsor's unit commander will be required to inspect the quarters with a representative of the Housing Division and the Preventative Medical Service, as appropriate.